# Lone Working – Support at Home

# Westmorland and Furness Care Services

## Policy

To increase staff awareness of safety issues relating to lone working and ensure all employees are aware of the importance to follow safe systems and methods of work, to reduce any risk as far as is reasonably practicable. This policy also links to the Council’s risk assessment for lone working.

## Procedure

### Support Workers and overnight Support Workers

1. If for any reason you are unable to attend work, you must contact the Care Services Support Team and the Duty Supervisor on **03003 732 750**.
2. At the start of your shift, you must log on to your “**InTouch roster App**” and click through your work base at the allocated time, this will indicate that you have started your shift.
3. To ensure the Care Services Support Team can support your safety whilst you are lone working it is a **requirement** that you click through your calls and breaks throughout your workday.
4. At the end of your shift, you must click through your work base at the allocated time to indicate that you are safe and have **finished** your shift/ work. (If for any reason you do not have a work base, you must contact the Care Services Support Team immediately to ask for a work base to be allocated).
5. Overnight Support Workers must start and end shifts at the allocated work base and remain together, this is to ensure your safety. The work base is a safe place where you must stay until the end of your shift.
6. If you have not clicked through your work base which indicates you have **finished** your shift/ work safely, The Care Services Support Team will follow the process below:
* A coordinator will attempt to contact you.
* If we are unable to contact you, the coordinator will check you have logged out of your roster app. This is where you have clicked on the back arrow within your roster App and clicked log out. If you have logged out this should indicate a red cross against your name on Cygnum and the coordinator will use this to log you off. If Cygnum does not indicate a red cross, we will continue to try and contact you.
* If we are unable to locate you, we will attempt to contact your next of kin. (It is your responsibility to keep your next of kin details up to date on MY HR or inform your supervisor of any changes).
* If we are still unable to establish you are safe, we will report you as missing to the Police. This needs to be reported by 22:30, to provide adequate time to handover.
* The Manager on Call will be contacted and provided with a full handover, both verbally and in an email. Details must include, the missing persons name, address, contact details and all information provided to the police. The on-call manager will then function as a point of contact for the Police.

Note: **The police will only attend if there is a known and an immediate risk to someone’s safety.**

1. As a protective measure you have access to a **“Carer down button”** on your roster App. In emergencies, this button should be activated, to raise an alert to the office. Once you have confirmed you want to raise an alarm this automatically phones the office and will alert the Care Services Support Team. You must ensure you have the district office main number (03003 732 750) visible in your Intouch roster App phone directory. The carer down button is monitored, between 7:00 and 23:00.
2. If you do not have a working App/Phone you must ensure you have the Care Services Support Team number and call the Care Services Support Team at the start and end off your shift. The Care Services Support Team, will keep in contact with you, as required throughout your shift.